Missouri Department of Natural Resources
Operator Certification Section

Water & Wastewater Digest

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In This Issue …

Now Accepting: Applications for Drinking Water Loans

The Missouri Department of Natural Resources is currently accepting applications for Drinking Water State Revolving Fund (DWSRF) loans. The DWSRF is a program administrated by the department that makes low-interest loans to community water systems.

In the first nine years of the Drinking Water State Revolving Fund (DWSRF), the department has issued approximately $225 million in low-interest loans to water systems for improvements to drinking water treatment, storage, and distribution. The department anticipates that about $20 to $25 million will be available for loans through the program in state fiscal year 2007 (July 1, 2007 to June 30, 2008). The interest rate on a DWSRF loan is approximately 70 percent below the interest of a conventional loan.

The Safe Drinking Water Commission approved criteria for prioritizing the applications and distribution of available drinking water revolving funds. The criteria, approved on July 18, 2006, establish a point system that will be used by the department to rank loan applicants. The approval of priority point criteria marks the beginning of the tenth season of the DWSRF program.

The department will accept applications for DWSRF loans from water systems. Applications received on or before **Nov. 15, 2006,** and meet the readiness to proceed criteria will receive priority for funding. Application packages for DWSRF loans are available from the department's Water Protection Program, P.O. Box 176, Jefferson City, MO 65102-0176, or by calling David Uhlig at (573) 751-1300. The application package can also be downloaded from the department's Web site at http://www.dnr.mo.gov/env/wpp/srf/index.html.

Subscribe now to the department's new e-mail broadcast list for operators. Sign up for this FREE service at http://www.dnr.mo.gov/env/wpp/opcert/opmail-list.htm

Lagoon Permit Renewals: Water Quality Impacts Studied

This article may be of particular interest to operators of lagoon wastewater treatment facilities. The article discusses a new procedure the department will be using during permit renewals to determine appropriate effluent limits.

If you operate a wastewater treatment facility, you may be interested to know about a new permit renewal procedure for lagoon systems that the Missouri Department of Natural Resources' Water Protection Program is using. The existing renewal process for a National Pollutant Discharge Elimination System operating permit includes a public notice period. Recently, during public notice periods for permit renewals of lagoon facility discharges, the program received comments about the discharge limits. The comments pointed out that the required water quality impact

studies had not been conducted, and therefore, the discharge limits set in the permit were not justified.

The comments center on Missouri's effluent regulations, 10 CSR 20-7.015 (8). This regulation requires that a water quality impact study be conducted in order to allow effluent limits for biochemical oxygen demand (BOD) and total suspended solids (TSS) higher than a monthly average of 30 mg/l and a weekly average of 45 mg/l. It also states that pH be limited to the range of six to nine units.

Effluent limits for lagoons may be set higher than these but only after a water quality impact study is conducted to determine if the higher limits are appropriate and protective of water quality and the environment. For nearly all lagoon facilities, this water quality impact study was not documented prior to their construction and operation. Many lagoon systems have discharge limits set higher than these levels.

The regulations, however, do not specify how a water quality impact study is to be conducted. In order to ensure broad support of a chosen method, the department established a stakeholder workgroup to discuss how to correct this deficiency. The workgroup met several times and developed a new procedure to be followed for permits that fall into this category. The approved procedure calls for the following:

1. The program or appropriate regional office will renew permits with the existing BOD and TSS limits in keeping with the new procedures.

2. The program or its contractor will conduct low flow surveys of the receiving streams of all the lagoon permits that it renews to determine if there are violations of water quality standards resulting from these discharges. The program plans to complete a survey for each receiving stream associated with a lagoon facility within the next permit cycle, which is five years.

   The workgroup agreed that a low flow stream survey would be an appropriate field measure to determine any impacts to the receiving stream from the discharge. This stream survey will enable the department to establish effluent limits that are protective of water quality and the environment as well as satisfy the requirements of a water quality impact study to support effluent limits.

3. Other effluent parameters will also be evaluated as needed to ensure the permit conforms to Missouri's revised water quality standards, 10 CSR 20-7.031. These standards became effective Dec. 31, 2005. Effluent parameters that may be addressed include ammonia and bacteria (fecal coliform).

The program recognizes that lagoons are a cost effective and viable treatment technology in Missouri. Lagoons that are properly designed, operated and maintained can be protective of water quality in many situations. However, if the stream surveys show that a discharge leads to violations of water quality standards in the receiving stream or water body, the department must open the permit and work with the permittee to address those impacts.

For more information on the lagoon permit renewal procedures, visit http://www.dnr.mo.gov/env/wpp/permits/index.html or call the Water Protection Program's Water Pollution Permits and Engineering Section at (573) 751-1300.

Fond Farewell

The Missouri Department of Natural Resources' Operator Certification Section would like to extend a fond farewell to two exceptional staff members. Cheryl Johnson had been working for the section on a part time basis after retiring. At the end of June 2006 she fully retired! Many of you also know Jim deChant, Water Specialist with the section, as the person that scored and evaluated work experience for new certificates. Jim also left our office at the end of June to pursue a bright future at the City of Piedmont as Utilities Supervisor. Good luck Jim and Cheryl!

Cheryl Johnson and Jim deChant during their last week with the Operator Certification Section. Photo by LaCrissa McGuire.

Voucher System Protects Water Supplies, Supply of Trained Operators

Ever need a vacation, but feel like you can't take one because you're the only person who knows how to do your job?

This fear is a reality for many small drinking water system operators. Having a backup operator for these systems helps ensure that if the chief operator needs to be gone due to vacation, illness or retirement, someone is trained on the unique demands and requirements of operating a drinking water system.

In fact, having a backup operator available is not only a good idea, it's a requirement. State regulations specify that public drinking water systems must have a contingency plan available at all times for standby replacement of the chief operator.

Unfortunately, many of these smaller systems cannot afford to train a backup operator, and some even find it difficult to keep up with training and certification for their chief operators. The Missouri Department of Natural Resources can help.

Through the Drinking Water Operator Expense Reimbursement Grant, the department has more than $3 million available to help fund training for small drinking water system operators. The grant is a result of amendments to the federal Safe Drinking Water Act and must be used to help train and certify drinking water operators employed by community and non-transient non-community public water systems that serve a population of 3,300 people or less.

To distribute the grant funds to eligible systems, the department created a Drinking Water Voucher Program. Vouchers for up to $1,875 in training were mailed to 1,537 eligible drinking water systems in August 2004. By using a voucher system, the department is able to keep the administrative costs comparatively low, while allowing operators to attend their choice of approved training.

To see if your drinking water system received vouchers, please visit http://www.dnr.mo.gov/env/wpp/opcert/opr-vouchers.htm. As of the end of June, 909 systems, or 58 percent of those eligible, have used vouchers. If your system is among those that have not yet used them, please consider putting them to use before they expire in December 2007. A list of department-approved training courses is available at http://www.dnr.mo.gov/env/wpp/opcert/oprtrain.htm. Please note that the list indicates which courses are currently accepting vouchers for payment.

Unused vouchers will be void after Dec. 31, 2007. Forms must be filled out in pencil and should include the operator's certificate number if they are already certified.

For those not familiar with the state's certification requirements, community and non-transient non-community public drinking water systems are required to have certified operators. Certification by the department requires passing an exam and having adequate operational experience. The type and level of certificate needed varies depending on the type and complexity of the public water system. Certificates are valid for three years from the date issued. To renew the certificate, the individual must complete the minimum number of training hours required for that type and level of certificate before it expires.

If you're a certified operator who needs to renew your certification, or perhaps it's time to train a backup, I encourage you to look into the voucher program. If you have questions please contact Darlene Helmig at the department's Operator Certification Section at 1-800-361-4827 or (573) 522-6103.

Thank You!

We would like to express our thanks to all of the dedicated certified operators at drinking water treatment, drinking water distribution and wastewater facilities across the state for the work you do to protect the public health and the environment.
The work you do makes a difference!

Wastewater in Residential Housing Developments: What You Need To Know

This article may be of particular interest to those involved in on-site wastewater disposal/treatment in residential housing developments (subdivisions).

In March 1999, the current Missouri Clean Water Commission Regulation, 10 CSR 20-6.030 - Disposal of Wastewater in Residential Housing Developments went into effect. The purpose of the regulation is to determine the method of wastewater disposal in all new residential housing developments (subdivisions) and existing developments that were required to receive approval under previous rule but had not.

Only developments that propose to have seven or more lots where each of those lots are less than five acres in size and use single-family on-site wastewater (septic) systems require approval under this rule.

When a development requires approval, it should be obtained prior to the sale, lease, or the commencement of construction on any of those lots by the developer or any individual.

To receive approval, three specific pieces of documentation must be submitted to the department for review. They are:

- geohydrologic evaluation
- soils report
- preliminary plat

The Missouri Department of Natural Resources' Division of Geology and Land Survey, Environmental Geology Section conducts the geohydrologic evaluation. Anyone can request a geohydrologic evaluation, but it must be signed by the current owner of the property to allow access. Once it has been received, the department has up to 45 days to complete their evaluation and send out the report. A copy of the request form can be found on the departments' Web site at http://www.dnr.mo.gov/forms/780-1688.pdf.

The geohydrologic evaluation report will give a minimum lot size based on the groundwater contamination potential only. Once a developer receives the evaluation and they wish to proceed, they must then have a qualified soil scientist as defined in 19 CSR 20-3.080 generate a soils report. That report shall contain specific documentation per the criteria provided in the regulation that will aid in determining minimum lot size. Table 1 of the regulation shall be used to determine the minimum lot size based on soil properties and site conditions as described in the soils report. More than fifty percent of each lot must be in a single acreage category (established in the table) or more than fifty percent may be in that and smaller acreage categories in order to use that minimum sized lot.

The minimum lot size is calculated from the larger of the values of the geohydrologic evaluation or the soils report. After the minimum lot size is determined, a preliminary plat can be produced. The preliminary plat should be a map drawn to a scale of one inch equals from 50 feet to 200 feet showing the location of the individual lots, roads, and existing wells, along with known or proposed easements. The number of lots, lot sizes and type of water supply shall also be included. It is recommended to receive approval prior to the actual field surveying of the lots in case adjustments are needed on the plat map.

To receive approval for the method of sewage treatment and disposal for the development, all of the required documentation must be submitted to the department's Water Pollution Control Branch with a request for approval form. A copy of the request for approval form can be found on the department's Web site at http://www.dnr.mo.gov/forms/780-1706.pdf. Once all the documentation has been received, the department has up to 90 days to respond. To ensure the review can be done in an efficient manner and reduce any delays, all of the required documentation should be submitted at one time.

Please remember this is only a brief review of the Residential Housing Development rule. If you have any questions or would like to have a copy of the rule, contact Charles Harwood of the department's Water Pollution Control Branch at 1-800-361-4827 or visit the department's Web site at http://www.dnr.mo.gov.

Backflow Prevention Regulations

This article may be of particular interest to public water supplies. The backflow prevention rule applies to all community drinking water systems.

Backflow is the undesirable reversal of flow from any source into a drinking water system. Backflow incidents may threaten health, degrade drinking water quality or damage a water system. Backflow can be caused by reduced system pressure (transient pressures, line breaks, pump failures, high demand) or high customer system pressures (pumps, thermal expansion, elevation).

Backflow has been associated with serious drinking water problems. Of the waterborne-disease outbreaks in community water systems that were reported to the Centers for Disease Control and Prevention from 1993 through 2003, 24 percent were associated with backflow.

It is difficult to measure the full extent of backflow problems. There is not a comprehensive, national database of backflow incidents. Incidents may go unnoticed if there is no change in water aesthetics or serious illness.

The Missouri Department of Natural Resources has received few reports of incidents. A typical incident occurred in Marshfield in 1989. A landscaper injected a mixture of water and shredded newspaper into the water system. The water system was shut down for three days.

Though information on backflow incidents and compliance is spotty, it is clear that cross-connections expose water systems to potential contamination.

Backflow prevention programs are an important part of preserving drinking water quality in a distribution system.

The department has had a backflow prevention rule since 1979. The latest version of the rule became effective in 1997.

It appears in 10 CSR 60-11.010 and applies to all community water systems (CWS).

Customers of a CWS must not create or maintain an unprotected cross-connection. Where there is a cross-connection, the customer must provide an appropriate backflow prevention assembly on the service line (containment backflow prevention). They must arrange to have the assembly tested at least annually and keep it in working order.

Most of the requirements apply to water suppliers. Water suppliers must:

- Disconnect customers that do not have an appropriate assembly or have not tested it.
- Retain reports of inspections, tests or repairs of assemblies for five years.
- Record the date of the initial test of each assembly and require annual testing.
- Notify the department whenever backflow occurs that results in contamination of the public water system.

The department recommends that water suppliers have a written program, ordinance or rule. Water suppliers will benefit from having specific procedures, form letters, data entry standards and other material that will make most of the activities routine.

The rule applies the principle that the assembly used should be appropriate to the level of hazard. Where there is a Class I hazard (a threat to health), it requires an air gap or a reduced pressure principle assembly. Where there is a Class II hazard (potential to degrade water quality), at least a double check valve assembly is required. Assemblies must be approved by the University of Southern California Foundation for Cross-Connection Control and Hydraulic Research. The department makes information on which assemblies have approval available to those who request it.

Water suppliers must also be aware of other regulations and agencies that may also have authority related to backflow prevention, particularly local plumbing codes and code enforcement agencies. Cities with populations of 15,000 or more are required to adopt a plumbing code (341.010-341.080, RSMo.). Class I counties have the option of adopting a plumbing code (341.090-341.220, RSMo.). These codes will generally address isolation, backflow prevention applied within a building to particular processes, equipment or areas. Containment backflow prevention is still required in a CWS even if local codes also require isolation. Water suppliers should collaborate with other relevant agencies on backflow prevention issues, but they are still primarily responsible for complying with drinking water regulations including the backflow prevention rule.

The department regularly provides assistance and guidance on backflow prevention. If you would like additional information, please call Keenan Patterson with the department's Public Drinking Water Branch at (573) 751-4594.

Certification of Prevention Assembly Tester

This article may be of particular interest individuals interested in becoming certified as a backflow prevention assembly tester or those needing to verify certification of a tester.

When a customer facility of a community water system contains a backflow hazard, an appropriate backflow prevention assembly must protect the water system. These assemblies are mechanical devices subject to wear and damage. Periodic testing is required to confirm that they are working correctly. The people who perform these tests should know how the assemblies work and proper test procedures.
The Safe Drinking Water Commission is required to establish rules for the certification of backflow prevention assembly testers (BPAT) by 640.100, RSMo. The law requires anyone seeking certification to pass a standard, nationally recognized written and performance test.

The BPAT certification regulation appears in 10 CSR 60-11.030. To become certified, one must pass written and hands-on exams (including questions on Missouri regulations) provided by the American Backflow Prevention Association (ABPA) or the American Society of Sanitary Engineering (ASSE). Certification is valid for three years. To renew certification, a BPAT must complete requirements specified by ABPA or ASSE. ABPA and ASSE have published certification standards.

This certification is required statewide of BPATs who test containment assemblies in community water systems. Local authorities may have additional requirements.

If you need to confirm the certification of a tester working in your system, you can obtain a list of testers by calling Joyce Bare of the Department of Natural Resources' Public Drinking Water Branch at (573) 526-6925. If you have questions about BPAT certification or would like to become certified, call Keenan Patterson of the department's Public Drinking Water Branch at (573) 751-4594.

DeKalb County Soil and Water Conservation District Project Cuts Chemical Runoff to Drinking Water Supply

The DeKalb County Soil and Water Conservation Districts recently completed a nine-year conservation project to reduce herbicide run-off into the watershed that supplies Cameron's drinking water system.

The Cameron Watershed Project, one of two recently completed Agricultural Nonpoint Source Special Area Land Treatment (AgNPS SALT) projects statewide, ended June 30. The project focused on pest management by providing a cost-share incentive to landowners for not applying the herbicide Atrazine. Atrazine, which is used for weed control in corn and sorghum crops, makes its way into the drinking water reservoir and ends up in drinking water treatment plants. Before the project started nine years ago, the drinking water reservoirs in the watershed contained significant levels of Atrazine exceeding the maximum containment level established by the U.S. Environmental Protection Agency (EPA). Those levels have been significantly reduced.

As of December 2005, the most recent reporting period, the overall progress for the project was at 87 percent. By the end of the nine-year project, the district will have claimed approximately $659,000 for Atrazine reduction incentives and administrative expenses. The DeKalb County project, along with a recently completed project in Saline County, are the two most recent of 12 AgNPS SALT pilot projects to be completed since the program's start in 1986. The final report on the Cameron Watershed Project should be available by September 2006. This report will outline the goals of the project plan and highlight the final accomplishments. The resources allocated to the program are made possible by the one-tenth-of-one-percent parks-and-soils sales tax.

For more information, contact the Missouri Department of Natural Resources' Soil and Water Conservation Program at (573) 751-4932 or the department toll free at 1-800-361-4827.

Calculation Refresher

Lagoon organic loading, lbs. BOD/day/1,000 ft^3 = BOD applied, lbs. ÷ surface area, acres

Volunteer Water Quality Monitoring Workshops

Learning about the stream in your neighborhood can have far-reaching and positive effects. For operators of wastewater treatment facilities or public drinking water systems, it's important to know what's going on in the stream and watershed near facilities. Whether discharging to a stream or removing water from a lake or a well, you'll be better equipped to evaluate your operations if you know what's going on in the watershed.

The Missouri Stream Team Program sponsors Volunteer Water Quality Monitoring (VWQM) workshops around the state that are free and operators can earn hours toward certificate renewal. The program will hold an Introductory VWQM workshop for operators in Columbia on Oct. 26, 2006. The workshop covers procedures for biological monitoring and visual surveys. It also includes actual, hands-on stream monitoring. The course, number 0602689, has been approved for 8 hours of renewal credit hours for drinking water treatment, drinking water distribution, wastewater and concentrated animal feeding operations. This is the first in a consecutive series of workshops that provide training about stream monitoring.

The series of workshops include an Introductory, Level One, Two and Three VWQM workshops that offer progressive levels of training. Workshops must be taken sequentially without skipping a previous workshop.

Following completion of the Introductory workshop, additional credit can be earned at the following courses:

- Level One workshop that emphasizes chemical monitoring
- Level Two workshop that covers equipment, calibrations, monitoring techniques and identification of macroinvertebrates.
- Level Three workshop where VWQM staff check techniques in the stream where the individuals are actually monitoring.

Workshop attendees can then volunteer to conduct water quality monitoring in a stream of their choice. Volunteers are provided a training notebook, equipment for both biological and chemical monitoring and the necessary data sheets for as long as they is interested in monitoring.

If you are interested in our October Introductory workshop, information is available on line at http://www.mostreamteam.org and you can sign up by calling Priscilla Stotts, Missouri Department of Natural Resources, Water Protection Program at (573) 526-3406.

Training List Available Online!

The list of approved training changes frequently as new courses are reviewed and approved by department staff. By the time this publication reaches you, there may be new courses available in your area. Visit us at http://www.dnr.mo.gov/env/wpp/opcert/oprtrain.htm to view an up-to-date list of operator certification courses.

Employment Opportunities!

WATER TREATMENT PLANT CHIEF OPERATOR

Marshall Municipal Utilities is seeking a Chief Operator to supervise the day-to-day operation and maintenance of a groundwater treatment plant. **Competitive wage and benefit package.** High School graduate or equivalent; Valid Mo. Class A drinking water treatment certificate and valid Mo. Class F driver's license required; Residency within close proximity to Marshall within six months. To obtain an application, contact the Employee Relations Manager or apply in person at: Marshall Municipal Utilities, 75 E. Morgan, Marshall, MO 65340. (660) 886-6966. E.O.E.

Congratulations!
New Certificates

Congratulations go out to the following individuals in achieving new certificates issued from May through July 2006.

CAFO

Jeffrey A. Lamp	CF - A (WET)
Barry D Midtling	CF - A (WET)
David W Nance	CF - A (WET)
Tim J Oberbeck	CF - A (WET)
Daniel J. Akins	CF - B (WET)
Justin L. Anders	CF - B (WET)
James A Baugher	CF - B (WET)
Derek T. Ellis	CF - B (WET)
Cory N. Holerud	CF - B (WET)
Colton R. Scott	CF - B (WET)

Distribution

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Dennis G. Eilers	DS - I
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Brian E. Livingston	DS - I
James C. Lowe	DS - I
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Norman A. Murray	DS - I
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Jerry Seabaugh	DS - I
Sheila R Turner	DS - I
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Gregory L Smith	DS - III
Gerald D Snelling	DS - III
David A. Taylor	DS - III
Robert L. Thompson	DS - III
Charles C. Watkins	DS - III
Keith A Welch	DS - III

Water Treatment

George T. Burkhart	DW - A
Don K Eby	DW - A
Julia A. Mahurin	DW - B
Eric A. Snively	DW - B
Tim D. Wessel	DW - B
Kevin D. Hallowell	DW - C
Jeff D. McCartney	DW - C
Lynn P. Rosamond	DW - C
Ricky L. Smith	DW - C
Harold E. Tarrants	DW - C
Landon W Baumer	DW - D
William C. Jones	DW - D
Christopher F. Malloy	DW - D
Bradley E. Oliver	DW - D
Lee R. Roberts	DW - D
Jeremy L. Slawson	DW - D

Wastewater

Shane L. Babson	WW - A
George T. Burkhart	WW - A
Gary L. Cunningham	WW - A
Russell A Gerling	WW - A
Brian J. Hayes	WW - A
Tim W. Hill	WW - A
Michael D. Quirk	WW - A
Samuel C Schmidt	WW - A
Nathan B. Smith	WW - A
Mark D. Sukow	WW - A
Steven R. Vickrey	WW - A
Marvin E Fox	WW - B
Matthew E Laugeman	WW - B
Carl J. Mandina	WW - B
David R Rollins	WW - B
Jaron A. Stevens	WW - B
Buford D. Adams	WW - C
Bryan L. Armstrong	WW - C
Joseph A. Baltz	WW - C
Matt W. Bequette	WW - C
Steven M Boss	WW - C
Jeff W. Bowden	WW - C
Ronald D Callahan	WW - C
Ray D. Clark	WW - C
Billy R. Colliver	WW - C
Perry N Courtney	WW - C
Charles W. Drinen	WW - C
Colleen F. Flagg	WW - C
John Fraga	WW - C
Rusty W. Haddock	WW - C
Mark E. Henderson	WW - C
James G. Jackson	WW - C
Douglas L. Kelley	WW - C
Gary L. Mallett	WW - C
Christine D. Manhart	WW - C
Kevin M Massmann	WW - C
William J. Paul	WW - C
Michael R. Petzold	WW - C
Rodney D Puckett	WW - C
Lee R. Roberts	WW - C
Paul D. Roe	WW - C
Claiborne E. Saucier	WW - C
Robert W. Sopko	WW - C
Jim W. Talley	WW - C
Charles C. Watkins	WW - C
Dan C Watkins	WW - C
Brandon RG Weber	WW - C
Kevin P. Wiggins	WW - C
Timothy E. Wilkinson	WW - C
David S Adams	WW - D
Vicki J. Amsden	WW - D
Ronald C. Aubushon	WW - D
Roger A Block	WW - D
Jamey L. Brand	WW - D
Gary L. Brandeberry	WW - D
Jason S. Brandle	WW - D
Robert V. Bruce	WW - D
Doug H. Counts	WW - D
Dennis G. Eilers	WW - D
John A. Garner	WW - D
Nicholas L. Grube	WW - D
James A Guthrie	WW - D
Donald K. Hamilton	WW - D
William E. Hendricks	WW - D
Christopher C. Jones	WW - D
Donald J. King	WW - D
David J Pickett	WW - D
Joseph E. Riefesel	WW - D
James G. Vernon	WW - D
Mary B. Voss	WW - D
Kathy E. Weiss	WW - D
Tim D. Wessel	WW - D
Duane T. Wunderlich	WW - D
L. Darrell Xander	WW - D

Training

The mailed version of this publicationincluded a two page list of approved training courses and exam schedule that was available at the time of printing. For a current listing of training, please visit: http://www.dnr.mo.gov/env/wpp/opcert/oprtrain.htm.

Missouri Department of Natural Resources, Departmental Offices

The mailed version also inlcuded a full page state map showing the locations and contact information for each departmental office, including regional office and satellite offices. Visit http://www.dnr.mo.gov/regions/romap.pdf to access the map.

Water & Wastewater Digest

New Subscribers? Address Changes? Cancellations?

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1. Previous address:

Name _____ Operator Certificate #_____
Street _____
City _____ State _____ Zip Code _____ - _____

2. NEW address:

Name _____ Operator Certificate #_____
Street _____
City _____ State _____ Zip Code _____ - _____

Mail or FAX to:
Operator Certification Section
P.O. Box 176
Jefferson City, MO 65102-0176
FAX: 573-751-0678

As a recipient of federal funds, the Missouri Department of Natural Resources cannot discriminate against anyone on the basis of race, color, national origin, age, sex or handicap. If anyone believes he has been subjected to discrimination for any of these reasons, he may file a complaint with either the Department of Natural Resources or the Office of Equal Opportunity, U.S. Department of the Interior, Washington, D.C. 20240.

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Operator Certification Section
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